

## Frequently Asked Questions: Qualified Medication Aides

### 1. How do I change my name on my Aide Registry?

You must submit a written request and include the following:

- Official name change document such as a court order, marriage certificate, or divorce decree. Social security cards are not acceptable;
- Nurse aide, home health aide, and/or qualified medication aide certification number; and
- Current telephone number, email address, and address

You can send the documentation via:

- Fax: (317) 233-7750
- Email: [aides@isdh.in.gov](mailto:aides@isdh.in.gov)
- Postal: Indiana State Department of Health  
2 N. Meridian St., 4B  
Indianapolis, IN 46204

### 2. What steps are needed to certify an out-of-state qualified medication aide?

The following steps are required to certify an out-of-state qualified medication aide:

- Check for good standing of the candidate in the out-of-state registry for all states where the candidate was certified. The following is a link to state aide registries. [Contacts in the out-of-state registries https://info.ncdhhs.gov/dhsr/hcpr/links.html](https://info.ncdhhs.gov/dhsr/hcpr/links.html)
- Obtain an application Ivy Tech Community College at [www.ivytech.edu/cna](http://www.ivytech.edu/cna) or contact Ivy Tech Community College at 317-917-5948.
- Send application to Ivy Tech. Ivy Tech will contact you to schedule the written test.
- Certified QMA's in another state may petition the ISDH to be exempt from the Indiana QMA training course and supervised practicum. If the petition for exemption is granted, the individual will be required to take and pass the competency evaluation test before that individual can be certified as a QMA in Indiana.

### 3. How do I report misconduct of a certified nurse aide (CNA), qualified medication aide (QMA), or home health aide (HHA)?

[ISDH Reporting a Complaint website https://www.in.gov/isdh/21533.htm](https://www.in.gov/isdh/21533.htm)

State and federal rules specify that ISDH must investigate any allegation of client abuse, neglect, or misappropriation of a client's property by an aide. The rules indicate that once an investigation is completed and appeal rights have been exhausted, the Department can enter a substantiated finding on the Registry. The placement of a finding on the registry prohibits the aide from employment as an aide. Specialized QMA findings may be made related to fraudulent QMA certification or medication theft or misuse.

Upon identification of potential misconduct of an aide, providers should first follow their own policy to assist the client or patients. Some steps could include (1) finding a new

aide for needed care, (2) recommending family members contact the police for an investigation, and (3) suspending or terminating the aide.

Individuals can file a complaint about any licensed or certified Indiana health care facility, provider, or supplier. An individual may submit the completed [Complaint report form](#) or a description of the issue via:

- Fax: (317) 233-7750
- Email: [complaints@isdh.in.gov](mailto:complaints@isdh.in.gov)
- Postal: Indiana State Department of Health  
Health Care Facility Complaint Program  
2 N. Meridian St., 4B  
Indianapolis, IN 46204
- Phone: Toll-free Complaint Report Line: 1-800-246-8909 [available state business hours].

*When calling the complaint report line, you will be transferred to the Complaint Reporting Program if there is an available intake specialist. If there is not an intake specialist available to take the call, your call will go to the report line voicemail and your call will be returned as soon as possible.*

Complaint report line voicemail: (317) 233-5359

*If the complaint report line is busy, you may leave a voicemail.*

**4. How do I report misconduct of a CNA or QMA Training Program?**

The Indiana State Department of Health reviews all reports of misconduct involving a CNA or QMA training program. To report program misconduct, contact the ISDH Aide Education and Training Program Manager at 317-233-7497.

**5. What is a health care facility or agency required to do when hiring a candidate for a CNA or QMA position?**

A health care facility or agency must do the following when hiring an aide:

- Provider should verify the status of the aide and confirm that there are no findings against the aide at <https://mylicense.in.gov/EVerification/>.
- Provider should [request a criminal background check](#) on the candidate from the Indiana State Police.

**6. Will the aide be provided with a pocket card that verifies his or her registry status?**

CNAs, QMAs, and HHAs will only receive a paper certificate and pocket card with their initial placement on the Nurse Aide Registry. If a paper certificate or pocket card is needed, it can be obtained at no cost from <https://mylicense.in.gov/> by following these steps:

- Login to [mylicense.in.gov](https://mylicense.in.gov/). If you do not know your login credentials use the **Register a Person** option to create them.
- Select the Print License option next to the certification you would like to print.

**7. What is my certification number?**

You can find your certification number 24 hours a day using [Search and Verify](#) :  
<https://mylicense.in.gov/EVerification>

**8. I haven't worked the required minimum of [6 hours of in-service education](#) during the course of the year and my certification has expired. What do I do now?**

You will need to re-take the [100-hour training course](#).